

CHILD SUPPORT MANAGER

DEFINITION:

Under administrative direction to plan, direct, and manage the activities of a section associated with the investigation, establishment, and enforcement of orders for child support within the Department of Child Support Services; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS:

The Child Support Manager is allocated only to the Department of Child Support Services. This is not a law enforcement class. Under administrative direction from a Division Chief, Child Support Services incumbents plan, organize, develop, and direct the operations and activities in a specific section of a Department of Child Support Services Division. Incumbents participate in the development and implementation of policies and procedures, and manage supervisory, operational, clerical, and other subordinate staff. This class differs from the next higher class, Division Chief, Child Support Services in that the latter manages multiple sections within a division. This class differs from the next lower class, Supervising Child Support Officer, in that the Supervising class is a first line supervisor responsible for training and leading a team of Child Support Officers.

EXAMPLES OF DUTIES:

Plans, directs, and manages the day-to-day operations related to child support activities and functions; develops, implements, and evaluates policies, procedures, and work product standards pertaining to child support programs; analyzes, interprets, and explains rules, regulations, and laws of the child support programs to staff and other concerned parties as needed; ensures conformance to rules, regulations, laws, and procedures; analyzes and implements changes in laws and regulations pertaining to child support programs; coordinates section activities with other sections within the child support division, other county departments and other agencies; establishes methods to monitor, review, and evaluate the effectiveness of section policies and procedures; interviews, selects, evaluates, develops, promotes, and supervises subordinate staff; conducts staff meetings and provides training to subordinate staff; consults with staff and provides technical guidance on difficult or complex cases; prepares and/or directs the preparation of statistical reports and other reports, documents, and records; and directs the preparation of, and manages use of the administrative and operational budget within their section.

MINIMUM QUALIFICATIONS:

Knowledge of:

- General Management System (GMS) in principle and in practice.
- Principles and techniques of staff management, supervision, and training.
- Federal, State, and local laws relating to child support enforcement.
- Effective interviewing and interrogation techniques to obtain information from uncooperative persons.
- Methods and techniques necessary to collect delinquent accounts.
- Investigation methods and techniques, necessary to gather and present evidence.
- Basic financial record keeping and billing procedures.
- Basic budget preparation and control, accounting, and statistical methods.

- Sources used to locate individuals and identify assets.
- California courtroom procedures and courtroom etiquette.
- Practical application of computer and peripheral equipment.

Skills and Abilities to:

- Effectively manage, supervise, and direct the functions of subordinate staff in an assigned section of the Department of Child Support Services.
- Establish and maintain effective accounting and record keeping methods.
- Develop or revise team policies and procedures.
- Implement, monitor, and evaluate effectiveness of policies.
- Collect, analyze, and summarize information and draw logical conclusions and make recommendations.
- Demonstrate oral and written communication skills sufficient to prepare and present clear and concise oral or written reports, and to communicate effectively with staff.
- Understand, interpret, and effectively explain and apply, laws, rules and regulations relative to child support, the collection of funds, and the seizure of property.
- Establish and maintain effective working relationships with employees, outside agencies, and members of the general public.
- Analyze potential problem situations and negotiate or adopt actions to achieve resolution.
- Maintain records, logs, and files.
- Prepare clear, concise, and complete case records.
- Act as a technical resource and advisor to subordinate staff.

EDUCATION/EXPERIENCE:

Education, training, and/or experience, which demonstrate possession of the knowledge and skills stated above. Examples of such education/experience are:

1. A bachelor's degree from an accredited college or university, AND one (1) year of experience as a Supervising Child Support Officer in the County of San Diego; OR,
2. A bachelor's degree from an accredited college or university, AND six (6) months of experience as a Supervising Child Support Officer; AND, one (1) year of full-time, paid lead-worker experience in the Department of Child Support Services; OR,
3. An associate's degree from an accredited college or university, AND one (1) year of experience as a Supervising Child Support Officer in the County of San Diego; AND one (1) year of full-time, paid, lead-worker experience as a Child Support Officer in the Department of Child Support Services.

Note: Additional years of experience as described above may substitute for the education requirement on a year-for-year basis; OR, completion of appropriate course work from an accredited college or university may substitute for the experience requirement on a year-for-year basis.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their own personal vehicle.

Background Investigation:

Applicants must have a reputation for honesty and trustworthiness. Convictions, depending on the types, number, and recency, may be disqualifying. Prior to appointment, candidates offered employment will be subjected to a background check..

Probationary Period:

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).